![CTS - Consolidated Technology Services · WA]

Service Level Agreement Dashboard
August 2013 Availability
Exchange 2010

Availability Over Time

Chart annotations:
- 3
- 4
- 5
- 6
- 1
- 2

Exchange 2010 Availability 99.3%

Legend: SLA Target — OWA Availability — MDB Availability — Outlook Availability — Availability

Y-axis: 100.00 %, 99.51 %, 99.02 %, 98.52 %, 98.03 %, 97.54 %
X-axis: 06-Aug, 09-Aug, 12-Aug, 15-Aug, 18-Aug, 21-Aug, 24-Aug, 27-Aug, 30-Aug
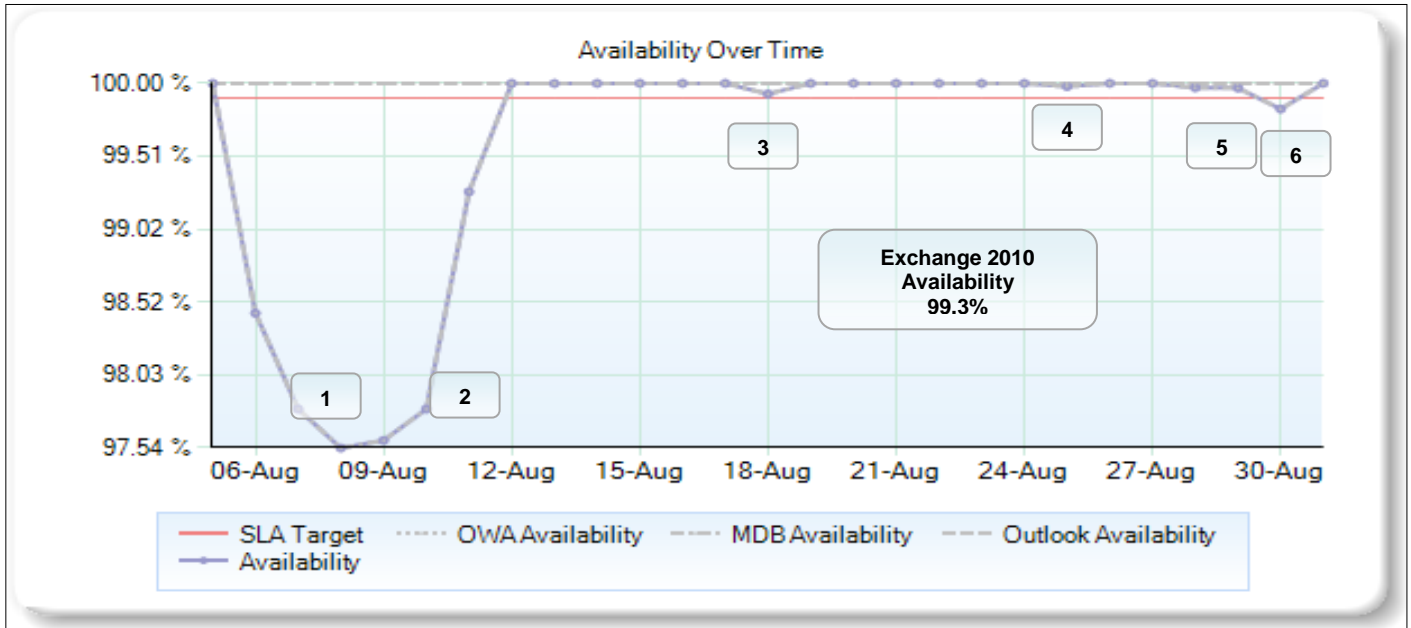
1. 8/5-8/8 Exchange. Infra 108408.MDS storage drawer failure. 3 hours 12 minutes.
2. 8/8-8/12 SDC moves-MDS storage drawer failure/remediation-Client access connection rebalanced(NAT'd clients unbalanced)
3. 8/18 SDC server moves (EDC) client access connection rebalanced (NAT'd clients unbalanced)
4. 8/25 Window patching- SDC Moves - Client access connection rebalanced (NAT'd clients unbalanced)
5. 8/29 Maintenance. Server Overheat. (WAXMXOLYCAS01) – client access connection rebalanced
6. 8/30 Exchange. Infra 110126. Service not started following maintenance. 1 hour 40 minutes.
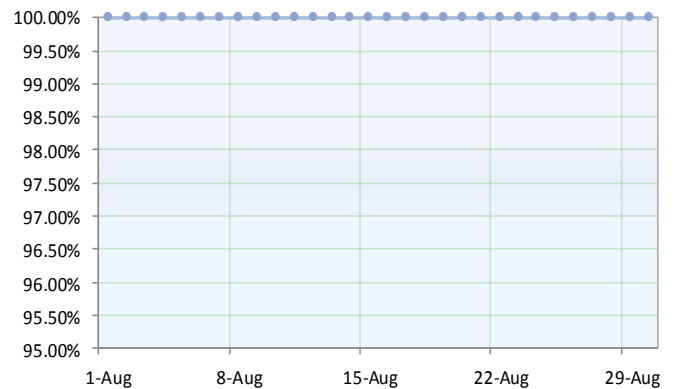
Message Filtering

Category	Items
Volume of email traffic	54,231,252
Blocked messages from internet	47,179,714
Viruses detected	1,704

IronPort Availability 100%

Secure Email Service

Secure Email Availability 99.9%

The Vault

Y-axis: 100.00%, 99.50%, 99.00%, 98.50%, 98.00%, 97.50%, 97.00%, 96.50%, 96.00%, 95.50%, 95.00%
X-axis: 1-Aug, 8-Aug, 15-Aug, 22-Aug, 29-Aug

WaServ Availability 100%

Agency Information

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Board of Industrial Insurance Appeals						
Board for Volunteer Firefighters and Reserve Officers	8	329	5	2		
Caseload Forecast Council	13	817	11	16		
Commission on African American Affairs	4	705	3	3		
Commission on Asian Pacific American Affairs	6	741	7	6		
Commission on Hispanic Affairs	7	1262	4	8		
Commission on Salaries	1	43	2			
Consolidated Technology Services	398	82445	1095		14	
Department of Agriculture	956	69181	1175	932	2	
Department of Archaeology and Historic Preservation	39	5333	48	178	1	
Department of Corrections	9670	856332	11095	4700	14	
Department of Early Learning	329	67392	465	617	2	
Department of Ecology	2010	590131	3		4	
Department of Enterprise Services	1694	210472	1263	1505	3	
Department of Financial Institutions	374	40700	524	1200	6	
Department of Fish and Wildlife	2004	252149	2755	5225	3	
Department of Health			1		1	
Department of Labor & Industries	3536	290837	4748	2875	5	1
Department of Licensing	3022	192295	2375	410	2	1
Department of Natural Resources	1916	421122			5	
Department of Revenue	1415	151112	1383	572	3	
Department of Retirement Systems	363	35443	339	111	1	
Department of Services for the Blind	175	18551	104	125	2	
Department of Social and Health Services	20399	4776142	730	546	18	
Department of Veterans Affairs	628	46361	888	168	2	
Economic and Revenue Forecast Council						
Employment Security Department	2558	237033	4490	2950	2	
Environmental and Land Use Hearings Office	26	1819	18	3		
Fire Commissioner's Association	7	2392	6			
Governor's Office of Indian Affairs	3	542	2	4		
Health Care Authority	1490	223290	1559	652	5	

Customer Agency	# of Mailboxes	Mailbox Size (MB)	# Vault Mailboxes	Vault Storage Size (GB)	Messaging Incidents (INFRA)	Vault Incidents (INFRA)
Human Rights Commission	44	4172	55	37	1	
Law Enforcement Officers and Fire Fighters Plan 2 Retirement Board	11	1163	15	6		
Liquor Control Board	6	4	2			
Military Department	551	57760	536	299		2
Office of Administrative Hearings	291	24623	296	40	1	
Office of Civil Legal Aid	5	324	1	2		
Office of Financial Management	799	98624	875	1024	1	
Office of the Insurance Commissioner			416	400		1
Office of the Attorney General	139	17970	222	25	3	2
Office of the State Treasurer	98	9497	68	47	3	
Others	119	29823	11		17	
Recreation and Conservation Funding Board	101	13845	79	212		
State Board of Accountancy	19	3739	2			
State Investment Board	117	25369	110	256	1	
Department of Commerce	512	129067	309		4	1
Traffic Safety Commission	37	6330	24	13		
Transportation Improvement Board	13	1394	12	6		
Utilities and Transportation Commission	305	102756			3	
Washington State School Directors	48	4889	44	33	2	
Washington State Gambling Commission	221	30341				
Washington State Lottery	196	9284	225	21	1	1
Total	56683	9145945	38400	25229	132	9

Customer Responsiveness	Stats	Normalized Stats*
Average time for initial response	127	70
Number of tickets closed within 24 hours	65	
Percentage of tickets closed within 24 hours	46%	
Continuous Improvement		
Number of requests for change	11	
Number of approved requests for change	11	
Number of successfully completed requests for change	7	

*INFRA ticket anomalies removed to reflect more accurate average